

HEALTH DIVISION CUSTOMER SERVICE CHARTER



CIC Health Division is part of CIC General Insurance Ltd, a subsidiary of CIC Insurance Group Ltd. The company is authorized to carry on insurance business in Kenya for all classes of General Insurance Business subject to the provisions of the Insurance Act Cap 487.

Our Purpose

Enable people achieve financial security.

Our Vision

To be a world class provider of insurance and other financial services.

Our commitment to our slogan, *"We keep our word"* is what makes us the leading Healthcare Insurance Provider in Kenya. We are committed in offering exemplary services and quality healthcare to our customers.

We promise to:

- Respond to all enquiries immediately but not later than 24 hours within working days.
- Conduct member education within 60 days of coming on cover /renewal.
- Approve outpatient, optical and dental requests within 30 minutes.
- Approve inpatient booked cases within 48 hours.
- Approve inpatient non-booked cases within 1 hour.
- Discharge approval 1 hour within receipt of full documentation.
- Addition of new members within 48 hours upon receipt of full documentation.
- Issue new cards for new members joining a scheme midway within 5 working days from receipt of client instructions.
- Issue replacement cards within 3 working days from receipt of instructions.
- Issue new cards for new schemes within 10 working days from commencement date, upon receipt of full documentation including the member list in prescribed format.
- Send member utilization statements by the 10th of every month.
- Reimbursement claims processed and settled within 10 working days of receipt of full documentation.
- Settle claims payments to service providers within 60 days.
- Process all funeral cash within 48 hours of receipt of full documentation.
- Send renewal notices to clients 60 days prior to renewal date for corporate clients and 90 days prior to renewal date for individual clients.

FOR QUERIES CONTACT

Medical Call Centre on **0703 099 999** or **care.managers@cic.co.ke**

Customer Care on **020 282 3000 / 0703 099 120** or **callc@cic.co.ke**

FOR COMPLAINTS CONTACT

- Complete a complaint form on our website **<https://cic.co.ke/complaints/>**
- Call us on **0703099120**
- Write to us through P.O. Box **59485-00200** Nairobi
- Email us on **callc@cic.co.ke**
- In person by speaking to any of our customer service staff.

All complaints will be acknowledged within 1 working day.